

Product Release Notes

Release Date: October 30, 2025

Important Notes for Affected Users

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Impacted Products & Features

Click the link to those features with updates

Quincy

- [Video Visits / QuincyCHAT](#)
- [Chatbots](#)
- [Chat Widgets](#)
- [Quick Sign](#)
- [Quick Forms](#)
- [Care Campaigns](#)
- FAQs
- [User Profile](#)

QliqCHAT

- [Desktop App](#)
- [Mobile App](#)
- OnCall Scheduling
- Visit Path
- Fill & Sign
- Qliq-Assisted Calling

Admin Features

- [Bug fixes](#)
- Integration & APIs
- [Reporting](#)
- User Management
- QliqSTOR
- QliqDIRECT

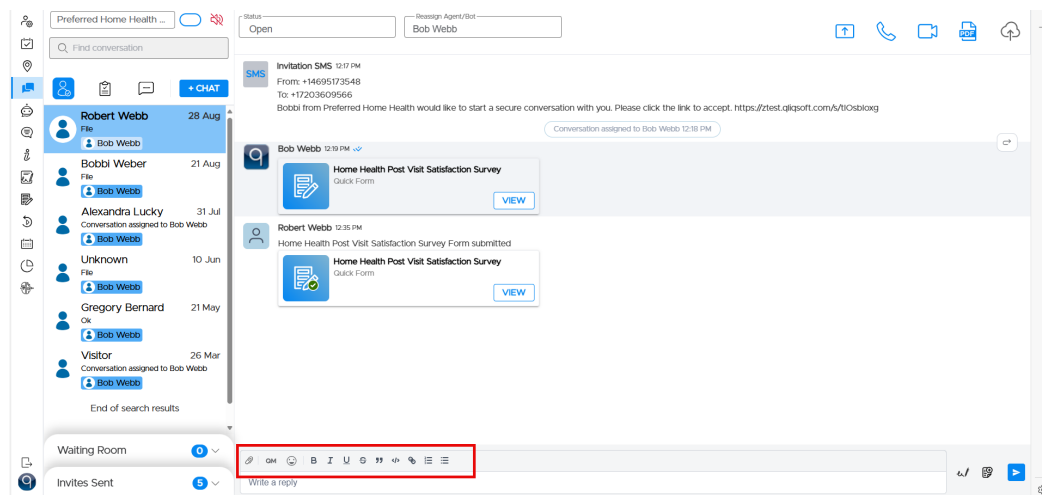
Quincy

Version 25.4.1

Video Visits / Quincy Chat

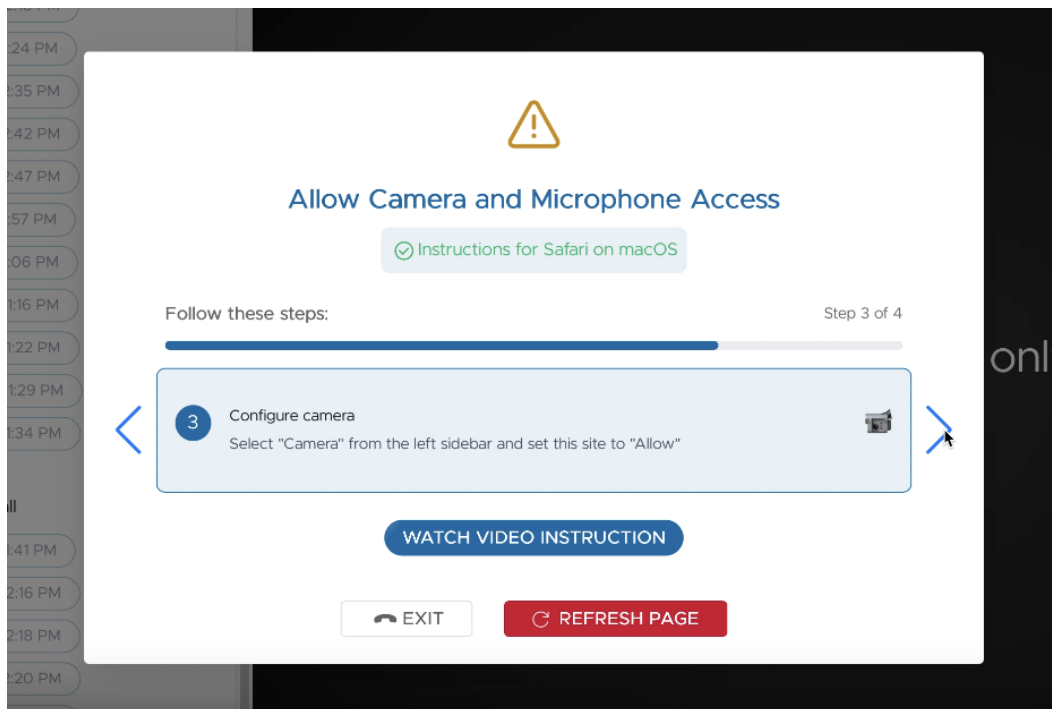
What's New

- **Agents – Rich Text Editor Added** – Agents can now compose messages using a rich text editor with formatting options like bold, italics, lists, and links, making communication clearer and more professional.

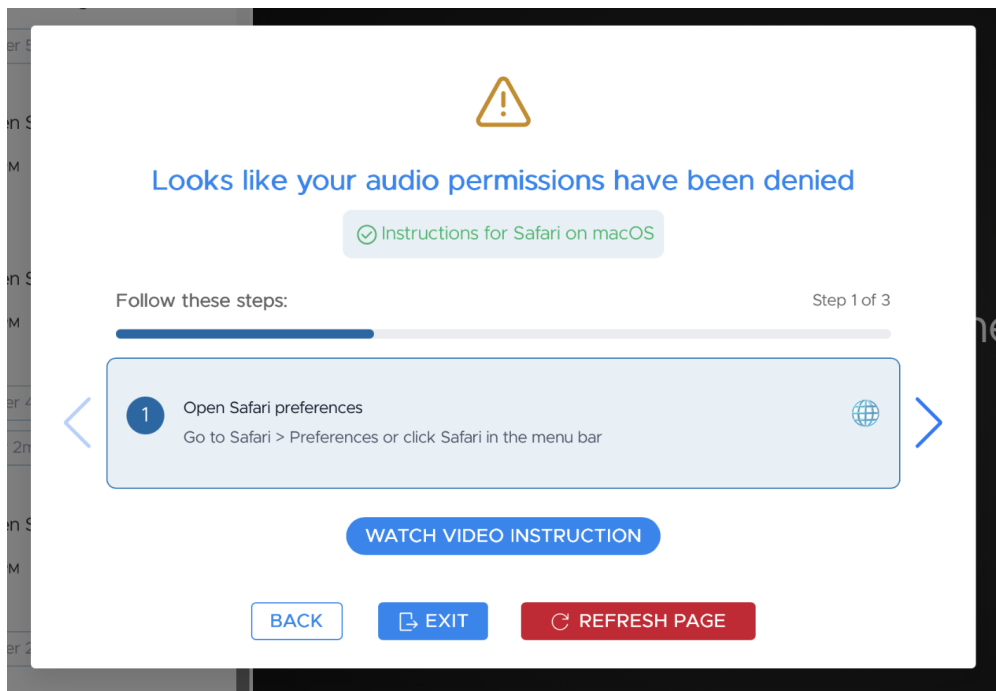


Improvements

- Video Visits – Browser Permission Help Modal** – A new help modal now guides users through enabling camera and microphone permissions in their browser, ensuring smoother video call setup and fewer connection issues.



- Video Visits – Screen Sharing Permission Modal** – Added a new modal that helps users enable screen sharing permissions in their browser, making it easier to start sharing screens during calls without technical interruptions.



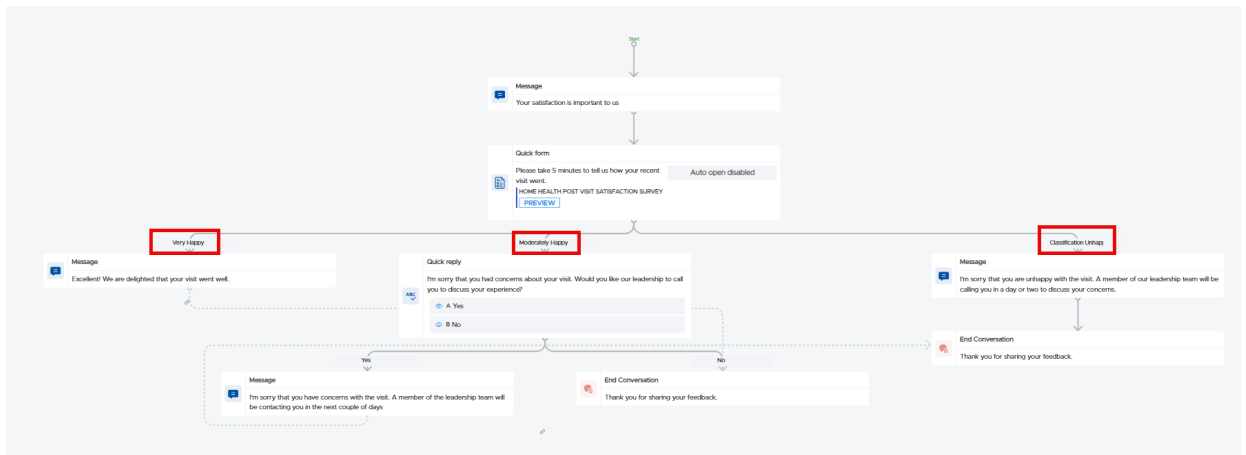
Bug Fixes

- **Document Preview on Mobile** – *.docx and .doc files can now be opened and previewed directly in QuincyCHAT.
- **Blank Conversation Fix** – Resolved an issue where blank conversations appeared with a patient name but no assignee. Conversations now display correctly only when assigned and contain valid messages.

Chatbots

Improvements

- **Chat Bots – Branching by Scored Form Results** – Bot workflows can now branch automatically based on the scored form's category that corresponds to the recipient's answers, enabling personalized follow-up actions and responses. To use this capability, add a **Quick Form** node and attach a scored form to it. From here, add workflows to each of the **Scored Form Categories**, as you usually would using a Quick Reply.



- **Chat Bots – Improved Carousel Accessibility** – The check mark in carousel messages has been replaced with a clear, accessible button, making it easier for users to select and confirm their choices.

Bug Fixes

-

Chat Widgets

Improvements

- **Chat Widgets – Improved UX and UI** – The Chat Widget tabs have been redesigned for a cleaner layout and smoother navigation, making it easier for users to configure and manage widget settings.

Bug Fixes

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Quick Sign

What's New

- **Quick Sign – Advanced Report with Stages** – A new **Advanced Quick Sign Report** is now available, showing detailed document stages for each Quick Sign submission. To access the progress (stages) of the document, select **Quick Sign/+Sign Auto Campaign**.

Sign Submissions + SIGN +SIGN AUTO CAMPAIGN + SIGN WIDGET WORKFLOW

Quick Sign name All Quick Sign Signers

Last 24 hours 7 days 30 days 3 months All Start date to End Date

* Times are in Pacific Day

Sent	199	Opened	0	Submitted
Uploaded	0	Upload Failed	0	Abandoned

The list of all the +Sign documents and their stages is displayed.

Quick Sign Recipients Stages

Select patients

Campaign Status	Patient Information	Started At	Stages
Running 7 days	Danill Shemet	Thu Oct 16 2025 04:30:05	
Running 2 days	Danill Shemet	Tue Oct 21 2025 04:30:18	
Running 2 days	Anton Demo QSACC	Tue Oct 21 2025 07:12:15	
Completed a day a day ago	Alex Email Patient	Wed Oct 22 2025 01:42:11	
Completed a day a day ago	Alex Email Patient	Wed Oct 22 2025 01:56:50	
Completed		Wed Oct 22 2025	

- **Quick Sign – Attribute Mapping for Date, DOB, and Text Fields** –Administrators can now map attributes - **Date**, **Date of Birth**, and **Text** fields - making it easier to prefill and sync patient data accurately across documents.

To insert attributes into a new or existing template:

- From Quick Sign, access View Templates
- Upload or edit an existing template
- Select edit
- Click on the Sign Here button.
- Select the Text, Date or Date of Birth field and drag it to its desired location
- Select the attribute to autofill and press save

NEW PATIENT INTAKE FORM

PLEASE PRINT AND COMPLETE ALL ENTRIES

FIRST NAME: [First Name] LAST NAME: [Last Name] DATE OF BIRTH: [DOB]

SEX: [Male] [Female] SOCIAL SECURITY: [] PHONE NUMBER: [] EMAIL ADDRESS: [] ADDRESS: [] CITY: [] MARITAL: [] SINGLE: [] DIVORCED: [] DO YOU HAVE: [] PRIMARY: [] SECONDARY: []

Field Customization

Required: ☒

Field Label: [Date of Birth]

Date Format: [Month-Day-Year(MM-DD-YYYY)]

Autofill with: [DOB (patient.dob)]

[CANCEL] [SAVE]

PRESCRIPTION POLICY

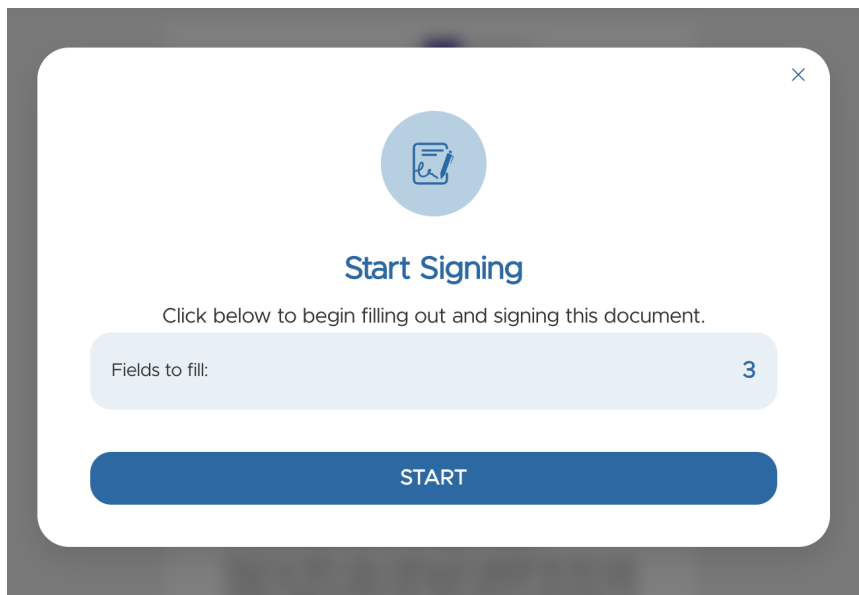
PHARMACY NAME: [] PHARMACY PHONE NUMBER: []

Please do not wait until your last pill to call for a refill. There is a 72 hour turn around for prescription refills. If you have not seen the Physician in six months, the prescription will be Denied.

PATIENT SIGNATURE: [Sign Here] DATE: [Date(MM-DD-YYYY)]

Improvements

- **Quick Sign – Placeholder Height Memory** – When you adjust the height of a placeholder, Quick Sign now remembers that size and automatically applies it to any new placeholders you add, ensuring consistent formatting across the document.
- **Quick Sign – Minimum Text Field Size Enforcement** – Text fields now have a minimum size limit when created or resized, preventing them from becoming too small to view or select while maintaining layout flexibility.
- **+Sign – Email and SMS Notifications for Submissions and Completions** – The sender now receives instant alerts when a document is submitted or completed via +Sign. Notifications can be sent via email or SMS, helping teams respond faster and keep stakeholders informed in real time.
- **Quick Sign – Start Modal Added: Added a Start Modal to provide a clearer, guided experience when beginning the signing process.**



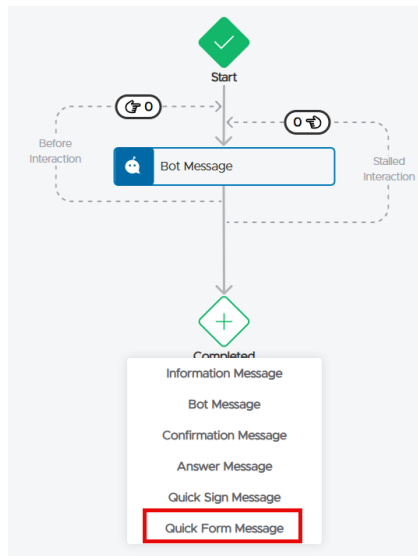
Bug Fixes

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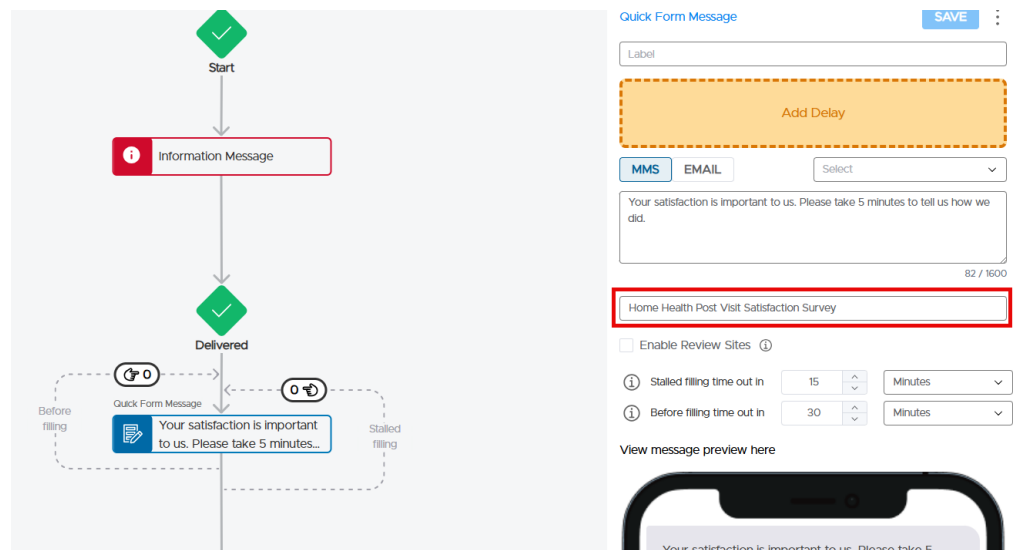
Quick Forms

What's New

- **+Form – Send Quick Forms Within a Campaign Sequence** – Administrators can now send quick forms directly to patients without needing a chatbot conversation.



Upon selecting the **Quick Form** message, the edit box opens where you add the message and attach the form to be sent.



Completed forms can be viewed in the existing **Quick Form/Submissions** page. The status of Quick Forms used in a campaign can be viewed in **Quick Forms/AutoCampaigns**.

Adams Clinic4

Form Submissions [+ FORM](#) **AUTO CAMPAIGN** [FORM WIDGET](#) [WORKFLOW](#) [FORMS](#) [SCORED FORMS](#) [EXPORT TO CSV](#)

10/23/2025 Bob Webb Logout

Filter: All x Filter: All x Patient

Last 24 hours 7 days 30 days 3 months All 2025-10-16 to 2025-10-23

* Times are in Pacific Daylight Time (PDT)

Opened	0	Submitted	9	Completed	0	Uploaded	0
Upload Failed	0	Abandoned	11	Webhook	0	SFTP Uploads	0

Quick Form Recipients Stages

Select patients

Campaign Status	Patient Information	Started At	Stages
Running 7 days	Daniil Shemet	Thu Oct 16 2025 04:21:44	
Running 7 days	Daniil Shemet	Thu Oct 16 2025 04:30:03	
Running 7 days	Dmytro Petrenko	Thu Oct 16 2025 04:36:26	
Running 7 days	Daniil Shemet	Thu Oct 16 2025 04:51:18	
Completed 7 days 7 days ago	Dmytro Petrenko	Thu Oct 16 2025 04:57:38	
Running 7 days	Daniil Shemet	Thu Oct 16 2025 05:08:36	

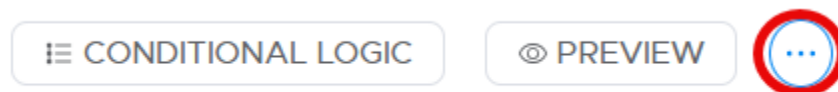
Improvements

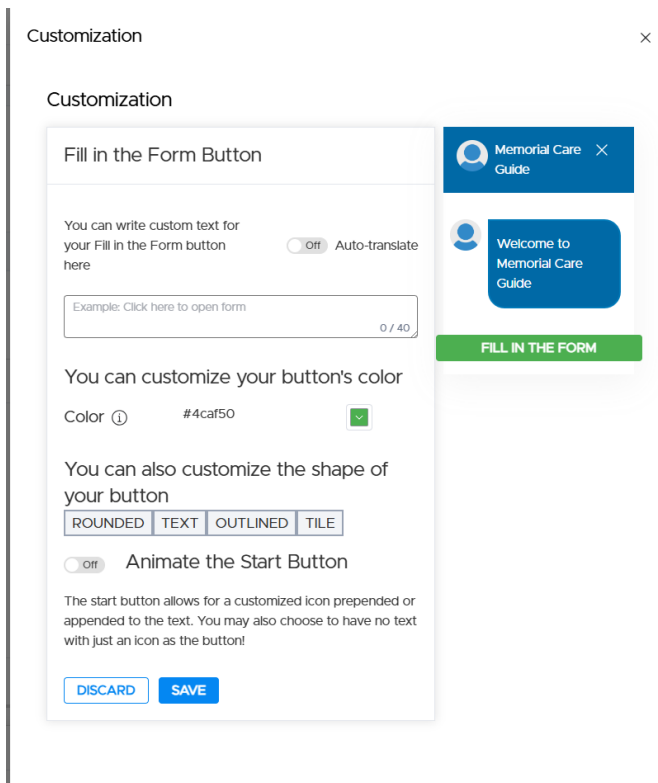
- **Quick Forms – Reworked UX and UI** – The **Quick Form** module has been completely redesigned with an improved user interface and streamlined experience, making it faster and more intuitive to create, send, and review forms. The vertical bar between the existing forms and the form creation field can be moved to better view the desired section.

The screenshot displays the 'Quick Forms' interface. On the left, a sidebar lists 'Active Forms' including 'Staff Satisfaction Survey', 'Home Health Post Visit Sati...', 'stepd', 'SIHMET PULL FROM', 'Form required to be filled o...', 'MINMAX CONFIG', 'fff', '213213', '123123', 'testing', 'DEMO: Adult Respiratory S...', 'Customer reported:', 'Customer reported: On Cal...', 'long select options', 'markdown notice', and 'Test'. The main area shows the 'Verification' form configuration. The form has a title 'Verification' and an ID 'ID: af5cd999-23c4-458b-b104-f8acbcctec59'. It includes buttons for 'CONDITIONAL LOGIC', 'PREVIEW', and a menu icon. Below the title, there are checkboxes for 'Map to Model' and 'Collect Data'. The 'Phone Number' field is highlighted, showing its configuration: 'Type' is 'Phone Number', 'Enabled' is checked, 'Enabled If' is not checked, 'Required' is checked, 'Hint' is not checked, 'Pull From' is not checked, and 'Save as key' is not checked. At the bottom right of the configuration area are 'DISCARD' and 'SAVE' buttons.

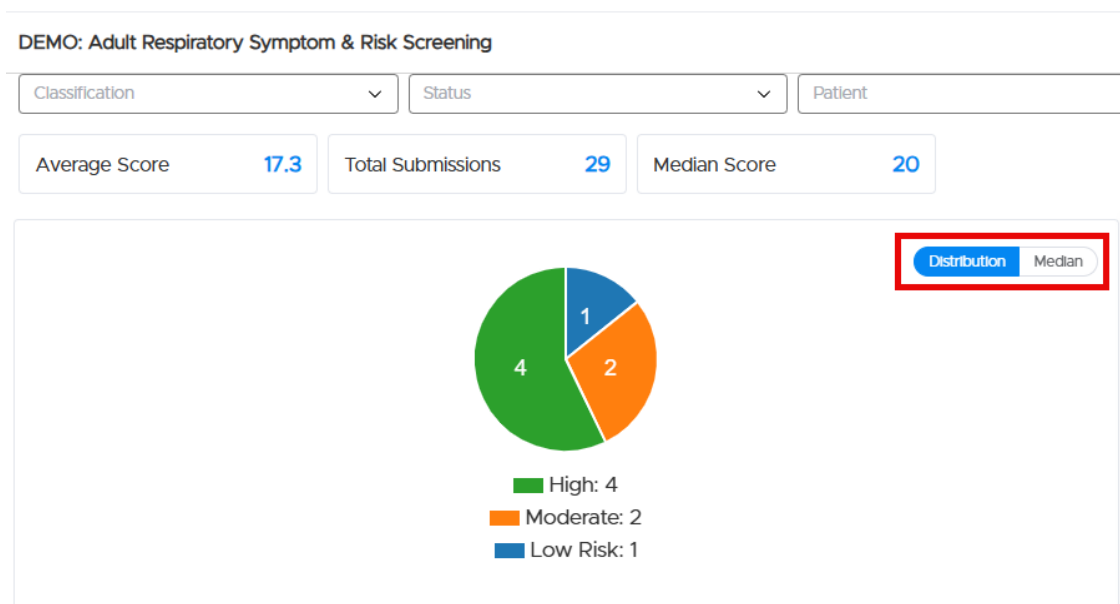
Administrators can now customize the form's look and feel by clicking the ellipses in the top-right corner of the screen.

Step by Step Form activation and **Scored Forms** setup are now under settings.





- **Scored Forms – Flip Functionality for Charts** – Added a flip feature for the **Median** and **Distribution** charts, allowing users to switch views easily. The **Survey** chart remains accessible when the feature is enabled.



Bug Fixes

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Care Campaigns

What's New

- **Automated Care Campaigns – Quick Form Message Node** – You can now include Quick Forms directly in your automated care campaigns using a new **Quick Form message node**, enabling seamless form delivery as part of your campaign flow. See the Quick Form section of the release notes for details.
- **Care Campaigns – Google Review Functionality** – Organizations can now prompt recipients to complete online **Google Reviews**. Click [here](#) for more information.

This is a paid feature. Contact Support or your account manager for details.

Improvements

- **Custom Attributes – Data Type Support** – You can now assign data types to custom attributes, ensuring cleaner and more accurate data entry. Supported types include **Text**, **Numeric**, **Date**, **Phone Number**, **Email**, and **Boolean**, each enforcing its own input rules for better consistency and validation.

To access this capability, select **Care Campaigns/Attributes/Add a Custom Attribute**, then select the desired data type in the drop-down menu. The data type chosen will appear in the **Attributes** table.

Add Patient Attribute

Attribute Name must follow the next rules:

- Letters, numbers, and underscores are permitted
- Cannot start with a number

Attribute Name

Variable Name

String

CANCEL ADD

- **Attributes – Option to Hide Standard Attributes** – Admins can now hide standard attributes across the platform, making them optional and removing them from forms, tables, and side

drawers in +Chat, +Form, +Sign, and Care Campaigns. Visibility can be toggled on or off at both the group and subgroup levels for flexible data management.

To hide attribute access for Care Campaigns/Attributes, click the eyeball icon. To reactivate the view, click on the eyeball again.

Name	Attribute Type	Variable Name	Date Type	
First Name	Standard	patient.firstName	String	👁
Last Name	Standard	patient.lastName	String	👁
Middle Name	Standard	patient.middleName	String	👁
MRN	Standard	patient.mrn	String	👁
Mobile Number	Standard	patient.mobileNumber	Mobile Number	👁
Email	Standard	patient.email	Email	👁
DOB	Standard	patient.dob	String	👁
Groups	Standard	patient.groups	String	👁
Sex At Birth	Standard	patient.sex	String	👁

- Care Campaigns – Patient Creation Logs** – Administrators can now view who created each patient and when, with new **Created by** and **Created at** fields visible in the Patients list for improved audit tracking and accountability.

To add the columns, click on the down arrow (circled). Columns to display are blue. Once selected, the blue columns are visible in the Patients' table. To remove a column, click on the down arrow and deselect the columns; the hidden column turns grey.

The screenshot shows the 'Patients' management interface. On the left is a sidebar with navigation options. The main area displays a table of patients with columns: Patient Name, Mobile Number, Email Address, Created By, and Created At. The 'Created By' and 'Created At' columns are highlighted in blue. A dropdown menu is open on the right, showing the 'ALL FORMS' section with a list of columns: Patient Name, Mobile Number, Email Address, Created By, Created At, and Patient group. The 'Created At' column is circled in red, and a red arrow points to the 'Created At' column in the table.

- Care Campaigns – Improved Gender Recognition in Patient Imports** – Imported CSV files now recognize and automatically convert **M/F** entries as valid gender values, resulting in smoother, more accurate patient data imports.

Bug Fixes

- Patient Import – CSV Template Alignment Fixed** – The CSV import template now fully matches the Patient Edit UI, ensuring consistent field definitions across both. The sample CSV includes all required headers, in the correct order, and with clear examples, providing a single, reliable format for patient data imports.

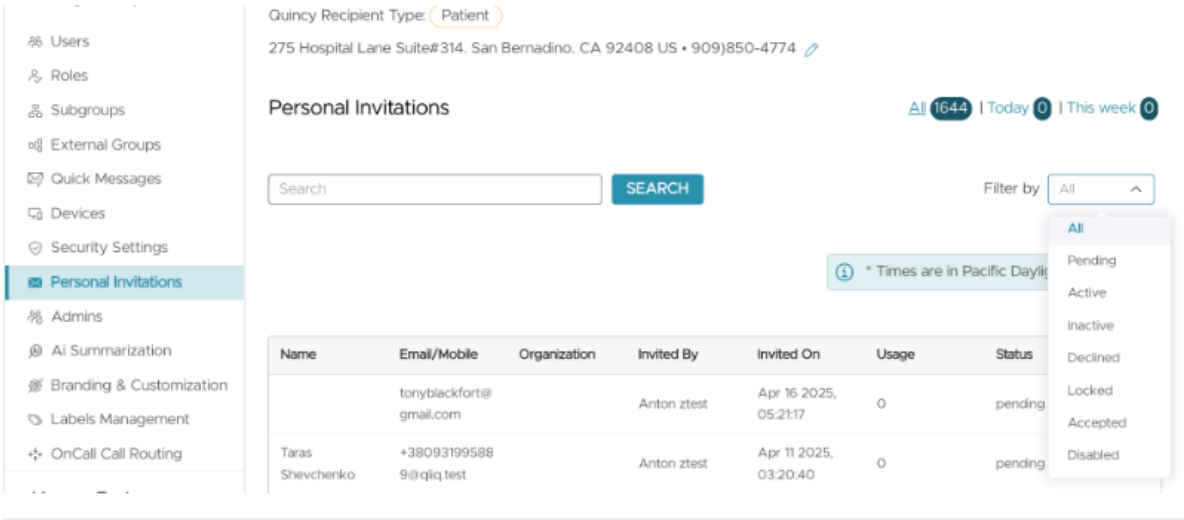
FAQs

Bug Fixes

User Profile

What's New

- User Profile – Personal Contacts Tab** – Added a new **Personal Contacts** tab under *Connected Groups*. This page displays all contacts invited by the current user in a table with columns for **Name**, **Email/Mobile**, **Organization**, **Invited On**, and **Status**, making it easier to view and manage personal invites.



- User Profile – Invite Source Visibility** – You can now see which user or organization invited a contact directly in the User Profile, improving transparency and invitation tracking.

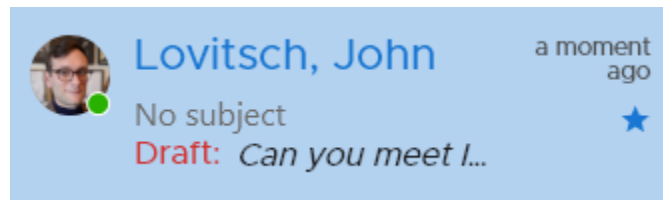
Desktop App

What's New

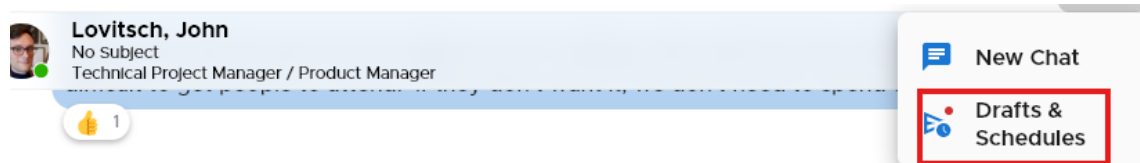
- **QliqCHAT – Draft Messages & Scheduling** – You can now compose messages ahead of time and either save them as drafts or schedule them to send automatically at the perfect moment. This makes it easier to plan your conversations, stay organized, and ensure that important messages reach your audience at the right time.

- Drafts

- Draft a new message as you usually would
- If you close the message without sending it, it is automatically saved as a draft.

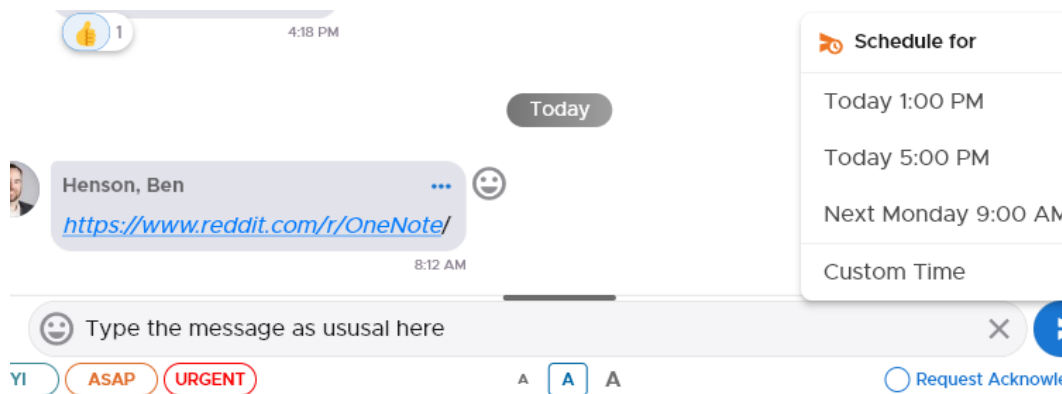


- To access, edit, and send the message, you can either click on the contact to access the message and send it, or click on the new message icon, then click on Drafts & Schedules, select drafts, and choose the message you want. Edit the message, as needed, and press send.



- Scheduling

- Type the message as usual. Instead of pressing the send arrow, click on the down arrow to schedule the message. Select the time, and the scheduling window closes.



- To change the schedule, click the new message icon, then Drafts & Schedules, and select Scheduled to view the message. Hover over the schedule to see options:
 - Trash can - discard
 - Right arrow - send now

- Clock - change the schedule settings

Drafts

Schedules



Henson, Ben

Subject: Ben/Bobbi thread

Type the message as usual here

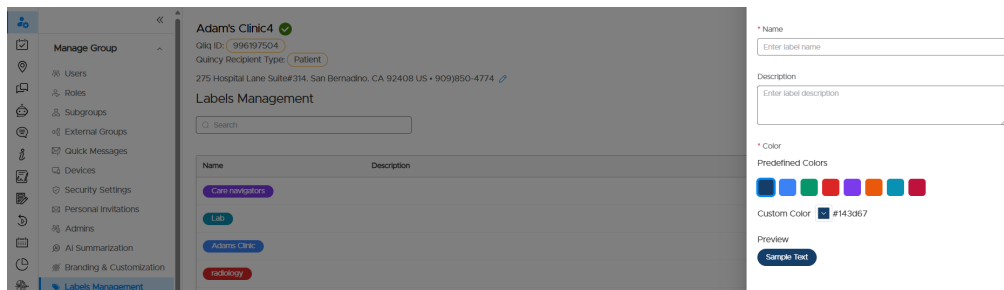
Schedule

5

Fri, 10

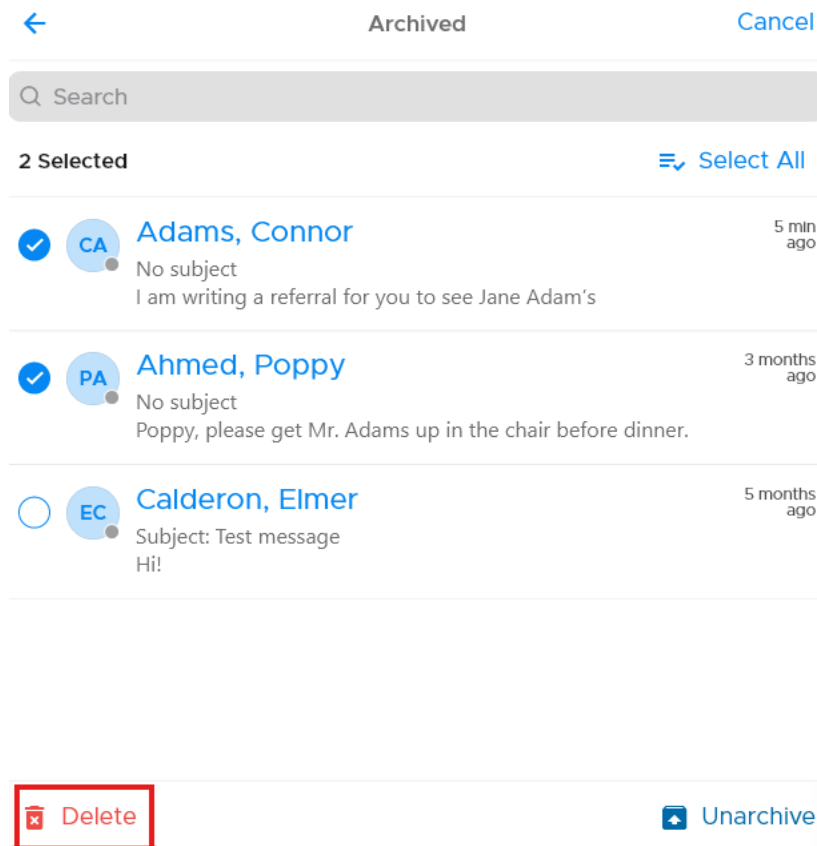
- **Native Image Editing After Capture or Upload** – You can now crop, rotate, and annotate photos directly in QliqCHAT after uploading, making it faster to clean up and clarify images before you send.
- **Workflows – Labels** – Admins can create, edit, and color-code labels in Quincy to organize conversations. In QliqCHAT, users can assign one label per conversation, view it in the list and details, and search by label. Labels are synced across devices, and a complete label history tracks when labels are added, changed, or removed.

Labels are organization-specific. Administrators set up labels in Webprod by navigating to Labels Management and clicking Create New Label. Enter the label name and select the label color. You may optionally add a description. Press Save.

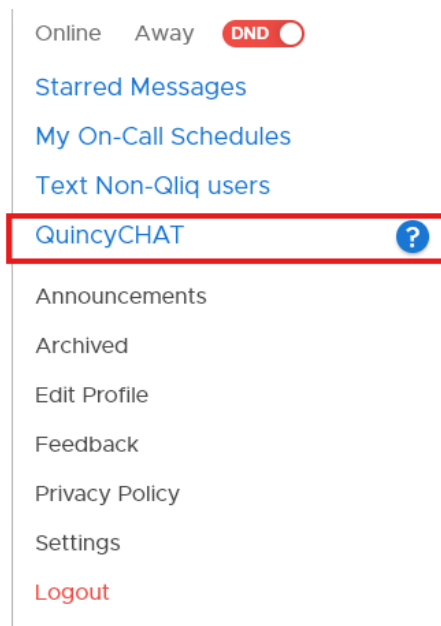


- **Bulk Delete for Archived Conversations** – You can now select and delete multiple archived conversations at once, making it easier to manage and clean up old chats. To access Archived Conversations, click on your avatar and then **Archived**.

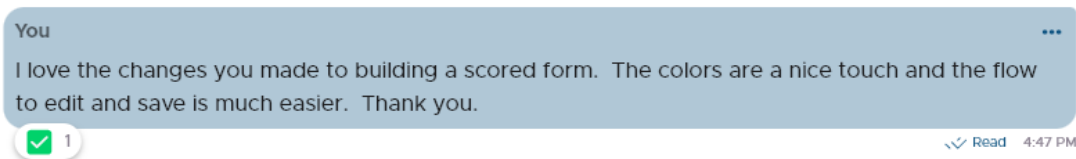
This has no impact on what is saved to the QliqSTOR.



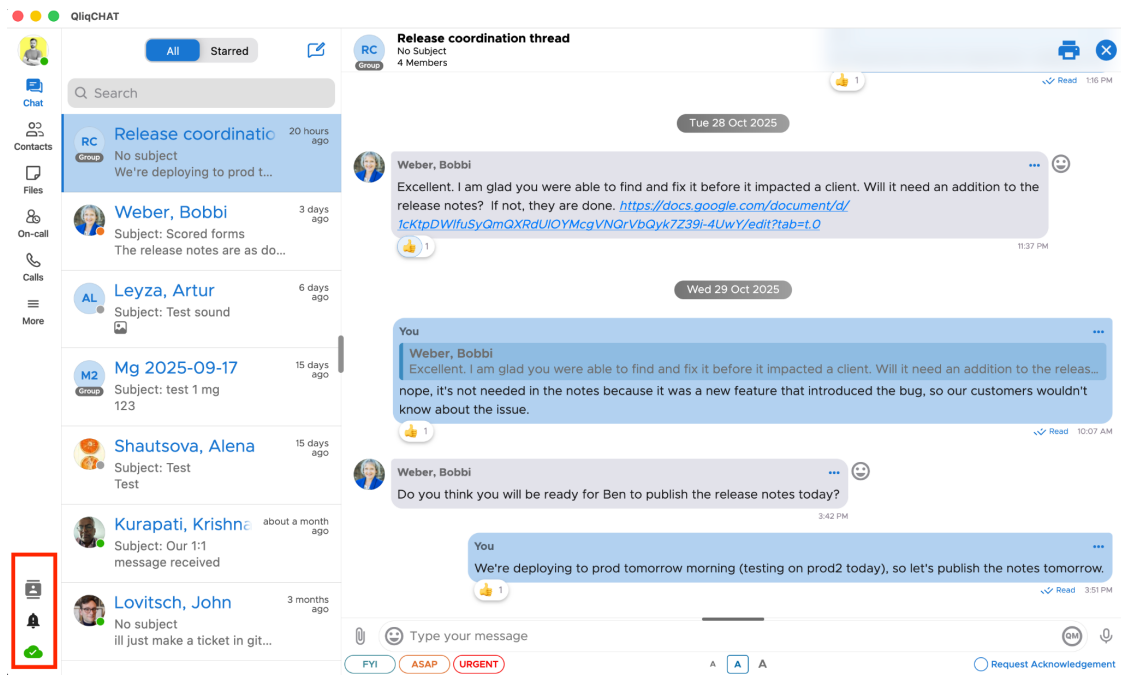
- **Accessing QuincyCHAT from QliqCHAT on Windows** - When Windows users access QuincyCHAT from within QliqCHAT, QuincyCHAT will launch in the user's default browser.



- **QliqCHAT – “You” Label in Sender Chat Bubble** – Messages you send now display a “You” label in the chat bubble, making it easier to identify your own messages at a glance.



- **Updated Emoji Reaction Colors** – Emoji reactions now have refreshed background colors for better contrast and clearer visibility in conversations.
- **Moved the Connectivity Cloud, Sent and Received Contacts, and Urgent Messages** icons from the top panel to the side panel in the chat view for improved accessibility and layout consistency.



Bug Fixes

- **QlikCHAT – Smooth Message Deletion** – Messages now delete instantly without lag, making conversations faster and more responsive.
- **QlikCHAT – Accurate Message Recall** – Recalling an email or phone number message now works dynamically, ensuring the information is removed as expected across the conversation.
- **QlikCHAT – 64-Bit Version Available** – QlikCHAT now installs as a true 64-bit application, improving performance, stability, and compatibility with modern Windows systems.

After a fresh install, you can confirm it's located in **C:\Program Files** (not **C:\Program Files (x86)**).

- **QlikCHAT – Correct Pasting from Word on Mac** – Copying content from Word on Mac now pastes as text instead of a .jpeg file.
- **QlikCHAT – URLs with Special Characters Now Work Correctly** – Links containing special characters are now preserved and clickable when sent in QlikCHAT messages.

- **QliqCHAT – Removed User Conversations Hidden:** Group ID conversations belonging to removed users are now hidden in the QliqCHAT desktop app, ensuring conversation lists remain accurate and relevant.
- **QliqCHAT – Improved Pasting Behavior on Desktop** – When pasting text in QliqCHAT on desktop, the cursor now remains in the correct position instead of automatically moving to the end of the text field.
- **Prevent Multiple Instances** – Only a single instance of QliqCHAT can be opened at a time, ensuring smoother performance and preventing system slowdowns.
- **Conversation chats – Scroll Bar Visibility Fixed** – The scroll bar now stays visible and accessible when the keyboard or text box is open.
- **Audio File Saving Fixed** – Audio files now save correctly without getting stuck on the blue loading icon, ensuring recordings upload and send as expected.
- **App Relaunch Fixed** – After quitting the app, users can now reopen it without any issues.
- **Conversation Printing Fixed** – Conversations with long messages now print correctly without errors or missing content.
- **Improved Pasting Behavior on Desktop** – When pasting text, the cursor now stays in the correct position instead of automatically moving to the end of the text field.
- **Notification Sound for QuincyCHAT Alerts** – Notifications now play the default incoming message sound across all platforms.

Mobile App

What's New

- **QliqCHAT – Draft Messages & Scheduling** – You can now compose messages ahead of time and either save them as drafts or schedule them to send automatically at the perfect moment. This makes it easier to plan your conversations, stay organized, and ensure that important messages reach your audience at the right time. See the Desktop app for detailed instructions.
- **Native Image Editing After Capture or Upload** – The photo and video recording screens have been refreshed for a more modern, consistent experience. You can now crop, rotate, and annotate photos directly after taking or uploading them, making it faster to clean up and clarify images before sending.
- **Workflows – Labels** – Admins can create, edit, and color-code labels in Quincy to organize conversations. In QliqCHAT, users can assign one label per conversation, view it in the list and details, and search by label. Labels are synced across devices, and a complete label history tracks when labels are added, changed, or removed.

Labels are organization-specific. Administrators set up labels in Webprod by navigating to Labels Management and clicking Create New Label. Enter the label name and select the label color. You may optionally add a description. Press Save.

- **Bulk Delete for Archived Conversations** – You can now select and delete multiple archived conversations at once, making it easier to manage and clean up old chats. To access Archived Conversations, click on your avatar and then **Archived**.

This has no impact on what is saved to the QliqSTOR.

Improvements

- **QliqCHAT – “You” Label in Sender Chat Bubble** – Messages you send now display a “You” label in the chat bubble, making it easier to identify your own messages at a glance.
- **Updated Emoji Reaction Colors** – Emoji reactions now have refreshed background colors for better contrast and clearer visibility in conversations.
- **Do Not Disturb Mode Enhancement** – When DND mode is turned on, users do not receive push notifications for regular messages. Only urgent messages will appear, ensuring that important alerts still reach you while minimizing distractions.

Bug Fixes

- **QliqCHAT – Accurate Message Recall** – Recalling an email or phone number message now works dynamically, ensuring the information is removed as expected across the conversation.
- **QliqCHAT – URLs with Special Characters Now Work Correctly** – Links containing special characters are now preserved and clickable when sent in QliqCHAT messages.
- **QliqCHAT – Removed User Conversations Hidden** – Group ID conversations belonging to removed users are no longer visible in the QliqCHAT desktop app, ensuring conversation lists remain accurate and relevant.
- **Conversation Chats – Scroll Bar Visibility Fixed** – The scroll bar now stays visible and accessible when the keyboard or text box is open.
- **Conversation Printing Fixed** – Conversations with long messages now print correctly without errors or missing content.
- **iPhone Notification Notifications Restored** – Changing the notification sound now correctly updates and plays the selected tone when new messages arrive.
- **Android Audio Notifications Restored** – Fixed an issue where message notifications didn’t trigger sound; users now hear audio alerts for incoming messages as expected.
- **Notification Sound for QuincyCHAT Alerts Fixed** – Resolved an issue where Quincy alerts had no sound on mobile (foreground). Notifications now play the default incoming message sound across all platforms.

OnCall Scheduling

Visit Path

What’s New

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Improvements

-

Fill & Sign

Bug Fixes

-

Qliq-Assisted Calling

Admin Features

Bug Fixes

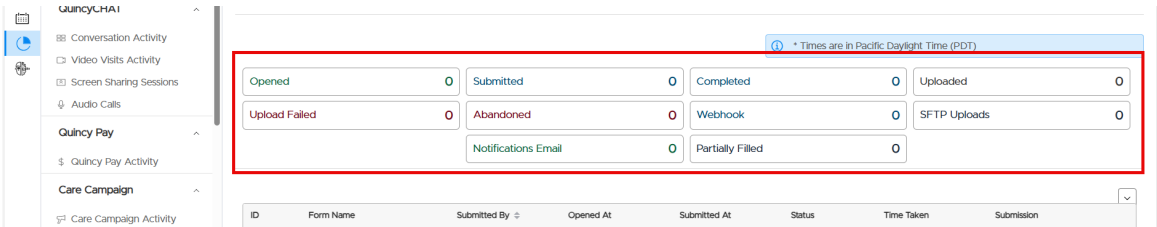
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Integration & APIs

Reporting

Improvements

- Dashboards – Clickable Summary Cards for Status Filtering** – Summary status cards in all reports are now interactive. Clicking a card automatically applies its status as a filter across all dashboards, making it faster to drill down into relevant data.



- Usage & Limits – Scored Forms Tracking** – The Usage & Limits report now includes **Scored Forms** and **Scored Form Submissions**, giving admins clear visibility into form usage and submission activity across their organization.
- Reports – Date Picker and Quick Range Buttons Added** – All reports now include a date picker and pill-style quick range buttons (e.g., Last 7 Days, 30 Days, 3 Months), making it easier to adjust and view data across different time periods. All reports now default to showing data from the **last 7 days** instead of displaying all records, improving load times and focusing insights on the most recent activity.

Last 24 hours

✓ 7 days

30 days

3 months

All

2025-10-20

to

2025-10-27

Bug Fixes

- **Message Activity – CSV Export Fixed** – CSV exports now work correctly when filtering Message Activity by user.

Improvements

-

Bug Fixes

-

QliqSTOR

QliqDIRECT